

BEE RESTO: FOOD ORDERING APPS FOR INDIVIDUAL RESTAURANT

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Abstract: The increasing number of restaurants has made the industry become more competitive. All restaurants keep improving the quality of their operation especially providing good customer service. The most common service offered by restaurants is ordering the food using the traditional method. The traditional method can be considered if the restaurant does not have a large number of customers. But if there are a lot of customers in the restaurant, it will pose various problems for the restaurant staff. In today's market, using advances Technologies have many benefits to improve service quality like in terms of time savings and ease of restaurant and customer affairs. Therefore, this study was conducted to develop a food ordering application for an individual restaurant which is Kayu Kitchen Restaurant. This application was developed using a platform known as Mit App Inventor. The research method used in this study is waterfall Development based Methodology with the following phase: planning phase, analysis phases, design phase, and development and implementation phase. The result of this research is an ordering food application based on Android for Kayu Kitchen Restaurant and all core functions were developed successfully. The apps help restaurant management increases efficiency and reduce human error and provide convenience for both employees and customers. It can be concluded that this application is an attractive solution for the restaurant industry. For future work, order history can be added as the feature to show customer's order history and also to be developed on other platforms such as an iPhone OS.

Keywords: Android, mobile food ordering application, Mit App Inventor

1. INTRODUCTION

The population in Malaysia is growing from year to year. In 2018, Malaysia's population increased at 32.4 million increases from 32.0 million as compared to 2017. A large population in an area or state especially gives opportunities to the restaurant industry to grow their business. Besides, various advanced technologies can be developed to increase the sales of the restaurant industry. Indirectly, the number of restaurants is also increasing in urban and rural areas. All restaurants keep improving the quality of their operation especially providing good customer service. One of the quality services to attract customers is through delivery orders. The most common delivery service offered by restaurants, especially in rural areas is ordering the traditional method of mobile phones. A traditional method making orders through short messages or phone calls does not give order status information in real-time to their customer. Customers also cannot see their order history once they making order the food.

Developing a food ordering application is a solution to the above problems and is compatible with the latest technology. Application is usability on practice or programs or computer programs specially designed for specific uses. Applications allow for easy use, better decision-making and faster throughout the organization (Durocher and Niman, 1993) and this ultimately filter through to customer satisfaction (Bensaou and Earl, 1998). In this project, this application was developed using a platform known as Mit App Inventor. MIT App Inventor is an intuitive, block-based programming environment that allows beginner programmers to

build functional apps for smartphones and tablets. By using the platform, food ordering apps for the individual restaurant was developed. So, Kayu Kitchen restaurant was chosen where I would develop the app for their restaurant. Kayu Kitchen Restaurant was chosen because this restaurant is very popular in Kedah especially among Universiti Utara Malaysia (UUM) students. Food ordering application named Bee Resto that was developed is the way to solve the existing problem and give exposure for people. Customers can order their food and booking table anytime by application through mobiles phone anywhere. In addition, the management of the restaurant more efficiency and save time for the restaurant and also consumer, which are consumer not need to go restaurant for ordering food.

2. METHODOLOGY

The methodology used to develop the application is waterfall Development based Methodology with following phase 1) Planning phase: to identify the Kayu Kitchen Restaurant current problem, 2) analysis phases: to decide to develop an app for their restaurant, 3) design phase: making the application user interface design for customer side, restaurant side, and admin side and set up the firebase database, 4) The last method: development and implementation phase. The application was developed included making database and application testing was being done.

3. FINDINGS

This Application was successfully developed using a platform known as a Mit App Inventor. Mit App Inventor is an intuitive and visual programming environment that enables application development. The application is successfully developed and several screenshots of application are shown below:



Figure 1



Figure 2



Figure 3



Figure 4

4. CONCLUSION

The project has achieved its objective to solve the problem statement. This application is developed to help the restaurant management increases efficiency and reduce human error. Last but not least, the application is user-friendly and convenient for both employees and consumers. The app is running successfully and can be used well by users. For future work to attract more users, the app can be adding a delivery option and to be developed on another platform such as iOS.

5. REFERENCE

Durocher, F. J. and Niman, B.N. (1993). Information technology: Management effectiveness and guest services. *Hospitality Research Journal*, Vol. 17(1), pp. 121-31.